

# Essex Music Service

## Online Provision Policy

April 2020

In order to provide continuity of service for our young people in Essex, Essex Music Service will support the delivery of lessons online during the period of social distancing in lieu of face-to-face lessons in schools/education settings and or a Community Music Centre. In order to do this, Essex Music Service tutors will use Microsoft Teams to deliver live lessons via the internet.

This policy covers the safeguarding and operational requirements for situations where learning for a student is provided outside of either a school/education setting or a Community Music Centre location. We have this policy to ensure that the safeguarding of all taking part in teaching and learning is managed to the highest standard and that the processes that should be followed are clear.

Safeguarding is our highest priority which we take very seriously and any concerns are followed up immediately to ensure a safe and secure environment for learning. Our safeguarding policies and code of conduct can be found on our website by clicking here: <https://www.essexmusichub.org.uk/site/policy>

For the safety and security of students, parents/carers, and staff, the following procedures must be adhered to. Parents/Carers will be required to sign a form to give consent for online tuition to commence for their child(ren).

Contact details for Essex Music Service are:

Telephone: 0333 013 8953 (General Office)

Email: [musichub@essex.gov.uk](mailto:musichub@essex.gov.uk)

# Online Music Provision Policy & Procedure

## Setting up of lessons

- All lessons must be timetabled during the working hours of Monday to Saturday
- Tutors must not teach a remote lesson unless they are healthy to do so.
- Parents/carers of students currently having tuition will be contacted directly through data held in SpeedAdmin to offer online music provision. This will include instructions as to how to accept this request.
- Lessons will be conducted through Microsoft Teams as part of Office 365, and tutors will use Essex County Council email addresses/accounts as part of this.
- Lessons will be timetabled by the Essex Music Service core team, and each will include an invitation to:
  - the student
  - the tutor
  - a member of the core team

## Safeguarding

- Essex Music Service / Education Hub safeguarding policies and code of conduct remain in place for both face-to-face and online music delivery, and are available through the policy page of our website.
- An additional policy covering specific elements of online music tuition has also been added to this page.
- All EMS tutors are subject to these checks at point of employment and expected to maintain their DBS on the [DBS Update Service](#).
- All tutors delivering will have this in place during the current situation regarding the COVID-19 pandemic.
- EMS Tutors will be required to display a means by which they can be identified via a lanyard, either on-screen or actual, at all times during the lesson.
- Cover tutors:
  - As with in-school/community music centre provision, in certain cases, it may be necessary to allocate replacement Tutors to deliver online lessons.
  - In this case, EMS will send a Tutor profile to relevant parents.
  - The details will include a picture of the Tutor, their name and the instruments they teach.
- Members of the Essex Music Service core team will be set up as part of each lesson invitation so that they can 'drop in' and/or observe tuition live or after the lesson as part of a spot-check or as part of following a safeguarding concern.
- Any issue that arises as part of the provision of these mechanisms used for tuition will be dealt with promptly by an appropriate manager in the service.
- The Designated Safeguarding Lead may suspend the approval for providing sessions if necessary while an issue is being investigated or following an investigation.

## Rights and Permissions

- Online tuition is carried out under the same Terms and Conditions as on our website at <https://www.essexmusicclub.org.uk/site/policy>
- *Exception (2020 Covid-19 Crisis):*
  - *Our aim is to deliver as much 'normal' teaching as possible.*
  - *Where we cannot provide the same tutor, we will aim to provide a cover tutor.*
  - *The terms and conditions remain in place as per usual teaching, including notice periods for when schools resume.*
  - *This remains in place until teaching in schools/education settings resume.*
- Teaching is conducted through Microsoft Teams (Office 365).
  - Microsoft's Privacy Policy is available here:
    - <https://privacy.microsoft.com/en-GB/privacystatement#mainnoticetoendusersmodule>
- Lessons will be recorded and stored securely on a cloud (in line with GDPR requirements) for a maximum of 28 days This is done:
  - for safeguarding purposes,
  - to ensure that the lesson has taken place, and
  - to review in case of any issues that may arise.
  - Essex Music Service / Essex County Council has a risk assessment for this work, based on this policy, as well as on health and safety, and safeguarding policies.

## Conduct

- Students and Tutors are required to be dressed appropriately for remote learning.
- Attire which would ordinarily be worn in school on a non-uniform day is essential;
- clothing, worn by a student or a Tutor, which does not meet this expectation is not acceptable and lessons should be stopped immediately and reported to the Essex Music Service Safeguarding officer
- Live lessons must be kept to the timetabled length.
- Tutors must always confirm at the start of each lesson that an adult is in close proximity to the student.
- If an adult is not available at the student's home, the lesson will not go ahead.
- Online classrooms must be regarded as an extension of the physical classroom and the safeguarding expectations that pertain to this, such as, professional communication, attire, and language.
- As with all school-based communications, the content and language of messages must at all times be professional by all parties concerned, including family members.
- Tutors will advise parents if they need to contact them to use formal channels.
- Where a lesson has been arranged and agreed to, where the parent/carer/student does not answer the Microsoft Teams call, that lesson will be forfeited and there will be no expectation on the tutor to make up the lesson.
- Tutors :
  - must not pass their personal mobile number on to students or parents/carers.
  - must not audio or video record, or stream, the lessons film or share any content over social media.
  - must not friend or follow pupils on their personal social media accounts.

- The professional boundaries should remain clear at all times and therefore Tutors must not accept any offers to do online teaching over webcam / video chats, as this practice increases the risk to student and Tutors and professional boundaries must be maintained in all circumstances.

## Suitable environment

- Students and Tutors must be physically located in safe working spaces, appropriate for online lessons; a lounge or study is appropriate, a bedroom or bathroom is not.
- Students should be in a room with or near an adult so that the adult can hear and see the lesson taking place and is the responsibility of the parent/carer to ensure this is happening.
- Tutors should be in a room where others cannot see or listen in, if this is not possible, then headphones must be worn, and screens angled away towards a wall and away from any other people.
- Recommended virtual backgrounds are available on our remote platform (which blocks out any surroundings), as is the option to blur the background.

## Communication

- Communication must be undertaken by parents/carers and not students and on parental devices through email to the service, and through the SpeedAdmin communication function or by phone.
- EMS Tutors will only undertake communications using Essex County Council email addresses and/or through SpeedAdmin's message system.
- Under no circumstances should Tutors or students personal contacts be shared and the use of social media or any way of communicating other than the above-mentioned methods through unofficial channels is strictly prohibited.
- Private chat or sharing of images between students and Tutors are unacceptable.
- All sessions delivered will be recorded and monitored remotely by our core team and SLT.
- Microsoft TEAMS is EMS' preferred online platform.
- It must only be used during scheduled lesson or meeting times.
- Neither student nor Tutor should use this as a means of contacting the other party outside of scheduled lesson times.
- Lesson times will be scheduled internally by a core member of staff and the music tutor and student invited to attend the session.
- There must be no additional contact made by the music tutor outside of this controlled session.

## Obligations

### Essex Music Service management will:

- Have a risk assessment that is reviewed and updated by managers for staff carrying out delivery of these activities

- Have clear procedures for managing queries or concerns for students, parents/carers, and tutors, during and after sessions, including contact details for relevant managers.
- Provide students, parents and carers information in advance about the software to be used for live video sessions, how video and audio data will be recorded and stored, and how and by whom it can be accessed.
- Discuss the process with parents/carers if requested, before any live video lessons take place, to identify any concerns and provide additional support where needed.
- Obtain consent from parents/carers to record and (subject to consent parameters) use video of themselves and the student.
- Record live video sessions as part of monitoring and safeguarding.
- Ensure that the collection, storage and processing of recordings of all data including live video sessions fully complies with General Data Protection Regulations. This will include obtaining consent from students over 18 years old or parents/carers of students under 18.
- Have guidance in place so that all whom tutors come into contact with or they will see via the video link is dressed appropriately for being seen in a public context.

### **Essex Music Service Tutors will:**

- Follow the guidance as detailed in this document
- Accept that “spot” checks may take place at any time activities are scheduled to be provided
- Ensure that communication, attendance records and timetabling is maintained accurately
- Understand that if unavailable for work during the day, they should not operate sessions in the evening without agreement from their manager that they can return to work for this purpose.
- Not accept or offer the opportunity to teach pupils privately outside of Essex Music Service.
- Make sure their device / laptop is plugged in, so a power supply is not cut mid-way through a recording.
- Ensure the camera placement is positioned in the correct way for the lesson, i.e. not too near/far to the camera, showing enough space for the instrument, e.g. with enough space to demonstrate bow hold.
- Check the sound quality is clear, with no interfering background noises.
- Ensure they can accurately describe and discuss techniques that would usually be demonstrated.
- Have resources available and ready to use that will support and enhance the lesson.
- Set clear homework that progresses on from the lesson, ensuring required documents / resources have been emailed to the student’s parents.

### **Parents/Carers (and students aged over 18) will:**

- Follow the guidance as detailed in this document
- Give consent to the collection, storage and processing of recordings of themselves and the student.
- Provide a suitable device for live video sessions with microphone, headphones and camera, and will ensure that the device is switched on and working in time for the start

of the session, with power points in a good condition and not overloaded. (Bluetooth headphones and built-in camera and microphone are recommended.)

- Provide information in advance of live video session, of the device to be used, who else has access to it and what, if any, safeguarding measures are in place on the device.
- Provide internet connection of sufficient data capacity and bandwidth.
- Ensure that the device to be used for live video sessions has a suitable email account for accepting a link to the live video session.
- Ensure that students, they themselves and any other adults or children visible by the tutor are dressed appropriately for being seen in a public context during home visits and live video lessons.
- Ensure that other children and young people under the age of 18 do not come into sight of the camera during live video lessons
- Not record the screen of the device being used for a live video session.
- Not request the tutor's email address or mobile number.
- Agree to not share any passwords
- Not share or redistribute any content.
- Be on site for the whole of the visit or remote link-up and available for a conversation with the member of staff if required during that time.
- Be sensitive in ensuring that there are not interruptions to the work being carried out and conversations at the end of the session do not delay our staff in departing for their next appointment.
- Ensure they attend with their child if they are under 18 years old or provide a suitable adult notified in advance by the account holder to accompany the child.
- Agree that no child will attend an activity unless it has been booked through Essex Music Service, and only at the agreed time.
- Remain in the workspace if requested by the member of staff.
- Accept that a session can only be provided if the conditions of the policy are met and that a charge for time may still be liable should it not be possible to provide the session if the staff member deems that they would be unable to comply with the policy.

This information is issued by:  
Essex County Council

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EssexMusicHub



[facebook.com/essexmusiceducationhub](https://facebook.com/essexmusiceducationhub)

The information contained in this document  
can be translated, and/or made available in  
alternative formats, on request.

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